PROVINCE OF SASKATCHEWAN

09-10

ANNUAL REPORT

MULTITYPE LIBRARY BOARD

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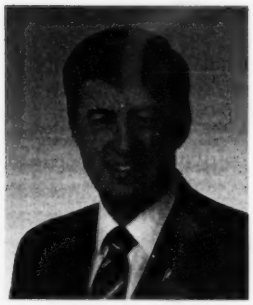
This annual report is also available in electronic format from the Ministry's web site at **www.education.gov.sk.ca**.

Letters of Transmittal

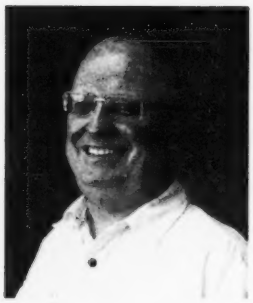


His Honour the Honourable Dr. Gordon Barnhart
Lieutenant Governor of Saskatchewan

May it Please Your Honour:

I respectfully submit the Annual Report of the Saskatchewan Multitype Library Board for the fiscal year ending March 31, 2010.

Ken Krawetz
Minister of Education



The Honourable Ken Krawetz
Minister of Education

I have the honour of submitting the Annual Report of the Saskatchewan Multitype Library Board for the fiscal year ending March 31, 2010.

Bryan Wilson
Chair, Multitype Library Board

Who We Are

The purpose of the Multitype Library Board is to optimize the capacity and outcomes of Saskatchewan libraries by enabling all types of libraries and information providers to work co-operatively in a multitype library system. The Multitype Library Board is currently working on its new strategic plan for the next three years. Its vision and mission statements will be changed under the new context to address new challenges and opportunities, to support 21st century learning, and to align with the Ministry of Education's Strategic Priorities.

Vision

Access to information is a democratic right of all people in Saskatchewan.

Mission

Libraries in Saskatchewan will work together to maintain and enhance a co-operative interdependent information network which will ensure a consistent and high quality information service through a multitype library system.

Partners

The partners in the multitype library system include:

- the public, school, post-secondary education and special library sectors;
- the Provincial Library, which has traditionally played a coordinating role in the Saskatchewan library community; and
- other information providers, such as archives, business resource centres and Aboriginal libraries.

Each partner has a unique role, mandate and client group that it serves. Partners vary in size, structure, governance, facilities, resources, functions and related ministry in government. Each one must understand the nature of the differences as well as the similarities to co-operate more effectively.

Public Libraries

The role and mandate of public libraries are to provide people of all ages with equitable access to informational, cultural, recreational and educational materials and services.

The public library system provides library service from over 300 branch libraries in communities across Saskatchewan through seven regional library systems, a federated library system in the north and two municipal libraries in the cities of Regina and Saskatoon. The Provincial Library is also a key component of the public library system.

School Libraries

The role of school libraries is to support the learning program of the school and to meet the individual needs and interests of staff and students. School libraries play an integral role in supporting curricula by providing appropriate resources and in actively involving students in the location, evaluation and use of information, ideas and resources. The range of resources in a school library includes print, non-print, electronic and human resources.

Post-secondary Education Libraries

The role and mandate of post-secondary education libraries is to provide information and services which support the information needs of students, faculty, researchers and staff of educational institutions and to educate clients in the use of information resources.

Special Libraries

The role and mandate of special libraries is to provide specialized information services for staff, students, or members of a parent organization. Special libraries in Saskatchewan include government, corporate and private libraries, with specialized collections and subject-knowledgeable staff.

While special libraries tend to be concentrated in the cities of Saskatoon and Regina, they are also found in smaller communities such as Humboldt, North Battleford and Swift Current.

Provincial Library

The Public Libraries Act, 1996 mandates the Provincial Library to serve as a coordinating agency for the provincial public library system and to administer public library grants.

The Libraries Co-operation Act mandates the Provincial Library to act as secretariat to the Multitype Library Board and to support the multitype library system through such activities as research, planning, services support and the establishment of policies and procedures.

Information Providers

Other information providers have a variety of roles, mandates and client groups depending on their organizations. Archivists, for example, bring a wide range of expertise and experiences to a partnership with libraries, which makes their contributions particularly valuable, especially in the area of information technology utilization.

Mandate and Role

The Multitype Library Board was established by *The Libraries Co-operation Act* in 1996. Its mandate is to facilitate the cooperative development of the multitype library system in Saskatchewan by providing a forum for appointed representatives of library sectors and information providers in Saskatchewan to meet and discuss ways in which they can co-operate to enhance their capacity and services.

A multitype library system is a network of working relationships, between any intersectoral combination of autonomous libraries and information providers, established to share services and resources for mutual benefit.

In a multitype library system, the jurisdictional boundaries and separate administrative structures of libraries and information providers remain intact, but co-operative initiatives and working relationships enable them to collectively acquire information products and develop services that they could not achieve independently.

The role of the Multitype Library Board is to find library needs that overlap and allow these areas of mutual need to be the basis for the development of co-operative policies and programs to better serve Saskatchewan residents.

Programs

The Multitype Library Board operates programs and initiatives that enable collaboration among multitype partners in areas of mutual interest. Programs and initiatives are operationalized via the Board's secretariat, the Provincial Library. The Multitype Database Licensing Program is the primary and longest running program of the board. Additional initiatives are developed as emerging needs and issues are identified by partners. In December 2006, the Board initiated the Saskatchewan Digital Alliance to guide multitype partners in their digitization efforts and to explore potential of a province-wide digitization initiatives.

Structure

The Minister Responsible for Libraries appoints members of the Multitype Library Board.

The following representation must be appointed:

- a library director from a public library or public library system;
- a library director from a school library or school library system;
- a library director from a post-secondary library or post-secondary library system;
- a library director from a special library or special library system;
- the Provincial Librarian;
- a person chosen from a list of persons nominated by the Saskatchewan Library Trustees Association;
- a person chosen from a list of persons nominated by the Saskatchewan School Boards Association;
- a person chosen from a list of persons nominated by the Saskatchewan Library Association;
- one other person employed by a post-secondary library in any capacity; and
- one other person employed by a special library in any capacity.

The minister may appoint any of the following representation:

- one person who is, or who is employed by, an information provider;
- one person appointed after consultation with the Saskatchewan Urban Municipalities Association;
- one person appointed after consultation with the Saskatchewan Association of Rural Municipalities; and
- one or two other persons in consultation with the library community.

The role of board members is to consult with their sector to ensure broad understanding of all sectors' needs and to enable full participation of all sectors in multitype initiatives.

As entrenched in *The Libraries Co-operation Act*, the Board uses consensus decision making. Consensus decision making recognizes the autonomy and individual responsibility of autonomous libraries and library systems represented on the Board.

The Multitype Library Board advises and provides recommendations to the Minister Responsible for Libraries with respect to the development of the multitype library system.

It may also make recommendations to libraries and library systems concerning the multitype library system development.

The Provincial Library and Literacy Office, a branch of Ministry of Education, provides secretariat support to the Board.

Values

The multitype library system was founded on a set of values and principles. The Multitype Library Board has placed high priority on emulating those values and has emerged as a model for bringing strong autonomous partners together in collaborative initiatives. As new partners come to the table, the Board plays a critical role in cultivating a shared understanding of these values.

Strong local autonomous library partners

A strong multitype library system rests on strong, local autonomous libraries and library systems. Partners look after their own development and issues of jurisdiction.

Decisions made by consensus

Decisions on matters of importance to all partners should be made in a manner which recognizes that all the partners must either agree with the decision or, at least, could accept or work within the decision.

Think globally ... search locally

Libraries work to share resources at a local level first, then regionally, provincially, nationally and internationally.

The whole is greater than the sum of the parts

Autonomous library partners working together create a capacity for library service that is broader, more effective and less costly than the partners could achieve individually.

Commitment to co-operation for mutual benefit

Co-operation is the cornerstone of the multitype library system. The reason people are willing to co-operate is that they understand that things will work better if they do, and all partners will receive benefits from participation.

Organic development

Growth and development of multitype initiatives are based on what is possible for the partners. Multitype initiatives will be realized through people voluntarily working at the local level to develop what works for them.

Sustained attention

Continued effort is required to build a strong multitype library system. It must remain a high priority for each of the partners and it may mean marshalling resources to ensure that the system remains healthy as it develops.

Environmental Trends

In its 2003 Strategic Plan Update, the board identified several key trends that strongly influenced the development of the multitype library system. The new strategic plan currently under development includes updated trends that will influence the next few years.

Demographics

There is a growing sense of urgency to address the changing needs of an aging population, the rural/urban shift, an increase in Aboriginal/First Nations people and new Canadians, as well as the widening literacy divide in Saskatchewan. Libraries must respond to meet the needs of increasingly diverse populations.

Demand for online information & services

The growing demand for online information and a growing sophistication in how information is structured presents a number of challenges and potential opportunities: libraries' response to how they will organize, manage, share and archive information; the public's ability to access information; increased expectations that information will be provided in digitized form on the Internet; and, the need to reposition how libraries see themselves and are seen by the public. Librarians are becoming stewards of information and resources, and use new technologies including social networking to facilitate accessing information in their daily work.

Sharing of resources and services through partnerships

Increasingly, initiatives undertaken in Saskatchewan recognize the interconnectedness among sectors and the potential for mutual benefit. In the multitype library system this means ensuring there are common values for partnering at the local and provincial levels.

Access to information

The trend towards charging for information online and issues of copyright and ownership raises a number of questions and highlights libraries' role in ensuring access to information for the public good.

Recruitment, retention and training

The struggle to recruit and retain qualified staff has become a national issue crossing many sectors of the economy. A report entitled *The Future of Human Resources in Canadian Libraries* published in 2005 by the 8Rs Research Team indicates that Saskatchewan and Manitoba libraries have greater recruitment issues because the universities in these provinces do not have Master of Library Science programs. Saskatchewan libraries will require strategies to: attract new entrants and retain those currently in the workforce; ensure the competencies of information professionals are articulated and recognized; and, explore affordable, accredited and accessible distance education that would give Saskatchewan residents better access to librarianship education.

The Public Service Commission of the Government of Saskatchewan has identified professional librarian as a difficult profession to recruit into the government. It worked with the Board, Provincial Library, the Legislative Library, Information Technology Office and SIAST to develop a competency profile for professional librarians. This competency profile has been approved and adopted by the Public Service Commission to help the Government of Saskatchewan hire information management professionals. Libraries and library systems have access to the competency profile for use or revision as applicable in their situation.

Board Members 2009-2010

Public Library Sector

Zenon Zuzak (until December, 2009), Director, Saskatoon Public Library, Saskatoon; serving the position of a library director from a public library or public library system.

John Murray (beginning December, 2009), Director, Wapiti Regional Library, Prince Albert; serving the position of a library director from a public library or public library system.

Karen Basky, Former President, Saskatchewan Library Trustees Association, Moose Jaw; serving in the position of a person chosen from a list of persons nominated by the Saskatchewan Library Trustees Association.

School Library Sector

Joanne Beltramini, Coordinator, Information and Library Services, Regina Catholic Schools, Regina; serving in the position of a library director from a school library or school library system.

Bryan Wilson, South East Cornerstone School Division, Weyburn; serving in the position of a person chosen from a list of persons nominated by the Saskatchewan School Boards Association.

Post-Secondary Education Library Sector

Charlene Sorensen, Serials Coordinator, University of Saskatchewan Library, Saskatoon; serving in the position of one other person employed by a post-secondary library in any capacity.

Brad Doerksen, Library Director, Archibald Library, Briercrest College and Seminary, Caronport; serving in the position of library director from a post-secondary library or post-secondary library system.

Special Library Sector

Mary Chipanshi (until December, 2009), Client Services Librarian, Health Science Library, Regina Qu'Appelle Health Region, Regina; serving in the position of one other person employed by a special library in any capacity.

Pat Kolesar, (beginning December, 2009), Assistant Legislative Librarian, Saskatchewan Legislative Library, Regina; serving in the position of one other person employed by a special library in any capacity.

Alex Juorio (until February, 2010), Supervisor, Forest Information Centre, Prince Albert; serving in the position of a library director from a special library or special library system.

Information Providers

Wendy Sinclair, Branch Head, Albert Library, Regina Public Library, Regina; representing Aboriginal Libraries.

Gohar Ashoughian, Associate University Librarian, University of Regina, Regina; serving in the position of a person chosen from a list of persons nominated by the Saskatchewan Library Association.

Mark Vajcner (until December, 2009), University Archivist, University of Regina Archives and Special Collections, Regina; representing the archives community.

Jeff O'Brien (beginning December, 2009), City Archivist, City of Saskatoon Archives, Saskatoon; representing the archives community.

Provincial Library

Joylene Campbell, Provincial Librarian, Regina.

Key Results 2009-2010

There were three Board meetings in the reporting year, as well as a semi-annual and an annual general meeting with stakeholders. Multitype program committees, including the Multitype Database Licensing Committee and the Saskatchewan Digital Alliance, met multiple times throughout the reporting year.

The Board's priorities for 2009-2010 were guided by the strategic directions, goals and objectives of the Multitype Library Board Strategic Plan Update that identified areas where the Board would direct its energy. The objectives are specific result statements that support the goals. The performance indicators define the outcome and are the basis for measuring and evaluating impact. The key results articulate accomplishments made during the reporting year.

Strategic Direction 1 – Develop the multitype system.

Strengthen partners by developing co-operative strategies to address emerging issues. Nurture and build relationships.

The relationships that form a healthy multitype library system require ongoing development. A key role of the Multitype Library Board is to foster communication among the partners and awareness of the benefits of the multitype co-operation. The Board also ensures a responsive environment to partners' needs by monitoring issues and trends that are affecting partners in various sectors and identifying co-operative strategies to address them.

Performance Indicator

Strong, diverse, independent partners – with appropriate staffing, training, funding resources and facilities – contributing equitably to multitype initiatives.

Goal 1 – Actively involve communities of interest and educate members on multitype values and participation standards.

Objective 1 – Strengthen and expand the process to ensure participation of archives, Aboriginal libraries and other information providers.

Objective 2 – Design an approach to support the creation of multitype activities locally, regionally and provincially.

Objective 3 – Update the Board's communication strategy.

Key Results

- On the recommendation of the Board, Provincial Library and Literacy Office continued with the Digitization Project Grant. In 2009/2010, the Saskatchewan Digital Alliance led a directed project entitled *The Saskatchewan War Experience*, where information providers were invited to contribute content. Fourteen institutions participated in the development of a joint multitype digitization project, including libraries, archives and museums.
- Continued to include archives representation on the Board. The current Board member representing archives has experience with digitization and has worked with many organizations in the area, including members of the Saskatchewan Digital Alliance.
- Continued with Aboriginal libraries representation on the Board. The Board member representing Aboriginal libraries, Wendy Sinclair, a branch head at an urban library serving a large Aboriginal population. She is leading or participating in several aboriginal library services committees including Library Services for Saskatchewan Aboriginal People.
- Continued communication activities including sending all stakeholders a communiqué following each Board meeting. Brought the partners together at both the Semi-annual General Meeting and the Annual General Meeting to discuss the Multitype Database Licensing Program.
- Completed the Saskatchewan Libraries website redesign. This site is the official website of the Board and information hub for library professionals and trustees in Saskatchewan. The updated site features improved navigation, a more contemporary design and more tools for interactivity.

- Researched and designed a new secure wiki site for multitype stakeholders and partners to communicate and share information, ideas and comments on various multitype initiatives. It will provide a central place to access documents and host discussions much more effectively and efficiently than by using email.

Goal 2 – Research and document emerging issues facing the partners and develop strategies to address.

Objective 1 – Develop a strategy to address recruitment, retention and training needs of the partners as identified in the Report of the Multitype Public Relations Committee.

Objective 2 – Advance recommendations from the June 2002 discussion paper, *Saskatchewan Libraries Working Together.*

Key Results

- Developed new strategic goals and objectives that make recruitment and retention a high priority issue for the Board. Put the development of a more representative library workforce as one of its high priorities, especially with respect to First Nations and Métis people. The Board consulted with the Aboriginal Employment Development Program (discontinued April 1, 2010) to design a strategy in the library community and began discussions about creating an internship to help address both of these issues.
- Sent letters to several ministries along with the background paper, *Creating a Representative Library Workforce in Saskatchewan* expressing the board's support for the SLA's proposal on the to-be-established Aboriginal Library Bursary, part of a strategy intended to increase aboriginal employment in libraries.
- Initiated a dialogue with the director of the School of Library and Information Studies at the University of Alberta and the University of Ottawa School of Information Studies to explore a range of ideas including distance education for Saskatchewan residents.
- Participated in the Provincial Panel on Student Achievement and contributed feedback in response to the Panel's document *Building for Student Success: A Guide for Focused Conversations with the Provincial Panel on Student Achievement.* The Board identified the role played by libraries in the six foundational components outlined in the document and highlighted the fact that a body of research demonstrates the link between well-stocked, professionally-staffed school libraries and student achievement. Joanne Beltramini represented the Board on the Provincial Panel on Student Achievement.

Strategic Direction 2 – Implement the multitype library system.

Expand access to content, including digitized information; broaden multitype partnerships; and build capacity of the partners.

The Board develops initiatives to enhance partners' information services. The Board's flagship initiative, the Multitype Database Licensing Program, has extended library collections through bulk purchasing subscriptions to electronic magazines, journals and newspapers as well as perpetual access to e-books. Future endeavours will expand access to content—in particular through digitization of print collections—and will focus on involving other types of multitype partners in such projects.

Performance Indicator

Partners have the capacity to digitize information and have enhanced online collections that are utilized by the public.

Goal 1 – Develop strategies that enable partners to expand their collections and become central players in publicly accessible high quality information.

Objective 1 – Review the digitization report and develop a provincial strategy for multitype partners.

Objective 2 – Participate in innovation and learning initiatives.

Objective 3 – Conduct a formal evaluation of the multitype library system and initiatives.

Objective 4 – Continue to develop the Multitype Database Licensing Program.

Objective 5 – Develop a staff training strategy for multitype library initiatives.

Objective 6 – Aggregate, identify, find and implement access to commercial and digitized content.

Key Results

- The MDLP established a supplemental collection to address partners' needs with respect to the continual growth of the program. With the new structure, Provincial Library and Literacy Office is able to negotiate licences for partners from at least two sectors that are willing to participate. This will allow the program to grow while respecting the budget limitations of some partners and the difficulty in finding new products of interest to such a diverse group.
- Enhanced the Multitype Database Licensing Program (MDLP) as follows:
  - Set up trials and conducted evaluations for potential new products to be included in the MDLP. Natural Standard and LibGuide were added as the first two products in the supplemental collection.
  - Continued to provide access to The Cochrane Library to all residents in Saskatchewan though a sponsorship agreement with the Health Quality Council and Saskatchewan Health Information Resources Partnership.
  - A secure wiki will be developed for the committee to share concerns, discuss pricing information and post documents. The wiki is expected to be opened up for use by other Board committees and initiatives.
  - Expanded the E-books collection and included more titles from two additional vendors.
  - Began discussions to expand the program to include First Nations schools. Some database vendors have agreed to extend their coverage in 2010.
- Continued to promote interoperability among collections. The *Saskatchewan War Experience* digital collection, which received funding on the Board's recommendation, will be available for searching through national and international portals because its metadata can be harvested for reuse by other portals. The University of Saskatchewan provided a digital repository for this project.
- Provided an opportunity for a dozen of institutions to embark on a digitization project by eliminating barriers to entry (equipment, management of a repository, etc.) while allowing these partners with little digitization experience to gain expertise by working with the project coordinator.

Goal 2 – Expand multitype projects to encompass archives, Aboriginal libraries, museums and other service providers.

Objective 1 – Sponsor a provincial conference.

Key Results

- The MDLP committee began negotiations with vendors to include First Nations and Métis schools in the program and established agreements with three main vendors this year to allow all First Nation schools in Saskatchewan to access their products.
- Recommended that the Provincial Library and Literacy Office Digitization accept the Saskatchewan Digital Alliance's proposal for using the Provincial Library and Literacy Office Digitization Grant for a directed project. Fourteen institutions representing various library sectors, archives, museums and other information providers were partners in creating a unified digital collection.
- The Board sponsored the session *An Analysis of Provincial Library Association Conference Sessions* at the Saskatchewan Libraries Conference in May, 2009 to support discussion of multitype issues.

Strategic Direction 3 – Connect libraries of all types to provide equitable access to and delivery of information.

Broaden the focus to include the way information is developed, organized and presented to the people of Saskatchewan

Networking technology enables multitype partners to collaborate with one another, share information and resources and deliver information more effectively to patrons. The Board plays a leadership role in ensuring the way information is developed is appropriate, inclusive and easy for the public to find and use.

Performance Indicators

The partner's online services are interoperable, transparent to people, affordable, fast, current and distant neutral.

Goal 1 – Work with the library community to develop policy that clearly articulates the intent and implications of "one stop" access.

Objective 1 – Initiate a high level discussion on how to weave together all the services ensuring easy access.

Objective 2 – Develop a strategy to establish basic standards to support interoperability of information systems and to ensure a common understanding of how to integrate technology standards across information providers.

Objective 3 – Research, evaluate, implement and assess the impact of alternate routes to information resources.

Objective 4 – Organize and participate in a series of think tank/brainstorm sessions on e-information services and the use of appropriate technology.

Key Results

- The MDLP purchased a consortial license for EZProxy, an authentication system that enables remote, web-based access to licensed electronic resources. Each partnering institution will be able to use EZProxy for all of their electronic resources.
- The MDLP committee is working with schools to extend home access to licensed resources for K-12 students through EZProxy.
- Redesigned the Saskatchewan Libraries website with a content management system and web 2.0 features in order to support increased communication with the library community, furthering Multitype cooperation.
- Continued to promote the concept of a single search capability for Saskatchewan's digital collections. *The Saskatchewan War Experience* project was developed with OAI-compliant metadata (may be harvested using Open Archives Initiative protocols). In addition, the Saskatchewan Digital Alliance continued to educate libraries and other information providers about metadata standards that will enable the public to search digital collections through a single interface.

Strategic Direction 4 – Promote participation in the multitype library system.

Promote an image of multitype partners that illustrates their changing and central role in access to information.

An emerging role for the Board is to create and promote a new image of multitype partners that illustrates their changing and central role in access to information. This means ensuring that Saskatchewan people are aware of the information services through multitype partners. It also means updating their image and reinforcing access to information as a democratic right.

Performance Indicators

The multitype library system is used and valued by the people in Saskatchewan. Multitype partners are seen as the first stop to accessible, quality information.

Goal 1 – Develop, implement and evaluate a province-wide strategy to aggressively promote the multitype library system, libraries and other information providers.

Objective 1 – Adopt proactive, innovative approaches to promotion, targeting new audiences and using new mechanisms.

Objective 2 – Promote a new image of libraries and librarianship.

Objective 3 – Advance recommendations from the Report of the Multitype Public Relations Committee.

Objective 4 – Establish a monetary fund for Multitype Library Board promotion strategies.

Key Results

- Participated as a member the Provincial Panel on Student Achievement. Provided a presentation and responses to the Panel, highlighting contributions well-stocked, professionally-staffed school libraries provide to student achievement, and indicating the roles various types of libraries can play with respect to the Panel's recommendations.
- Completed the redesign of the Saskatchewan Libraries website (http://www.lib.sk.ca). The new site has a modern look, highlights Board initiatives and activities, and provides the capacity to incorporate social networking technologies such as RSS feeds.
- Continued education and awareness at the Board's Annual General Meeting and semi-annual General Meetings to update partners on the Board's activities and to seeking input and support for potential initiatives and partnerships.
- Drafted a new strategic plan that aligns with the Ministry of Education's strategic priorities and is written with more inclusive language with respect to other information providers.

Multitype Database Licensing Program 2009/2010

The Multitype Database Licensing Program Committee

The Multitype Library Board established a committee to administer the MDLP. The Committee consists of at least two representatives from each library sector. Representatives are responsible for consulting with their sector regarding the MDLP, and for bringing their sector's concerns to the Committee table. The members also evaluate information databases, coordinate financial contributions from their sector, and make recommendations to partner libraries about what products to fund each year. They decide how to implement the strategic directions set by the annual meeting and recommend long term program development directions. In addition, they also coordinate the input from partner libraries.

Committee recommendations are presented to the Multitype Library Board at its two semi-annual meetings. These meetings establish broad strategic directions for the coming year, approve a purchasing/renewal strategy, and recommend possible financial commitments from partner libraries.

Provincial Library negotiates province-wide licenses on behalf of the MDLP, coordinates partner funding, establishes database access through IP addresses and remote patron authentication methods, resolves access problems, and provides secretariat support to the MDLP Committee.

2009/10 Committee Members

Post-secondary Education Libraries

Regan Balfour, SIAST Woodland Campus

Diana Kichuk, University of Saskatchewan Library

Barbara Nelke, University of Regina Library

Public Libraries

Deirdre Crichton, Parkland Regional Library

Cerys Gordon, Regina Public Library

Gwen Thomson, Saskatoon Public Library

School Libraries

Sandra Bellegarde, Ministry of Education

Joanne Beltramini, Regina Catholic Schools

Special Libraries

Michelle Giese, Saskatchewan Legislative Library

Pat Kolesar, Saskatchewan Legislative Library

Virginia Wilson, Saskatchewan Health Information Resources Partnership

Provincial Library

Jack Ma, Gerald Burla

Background

The Multitype Database Licensing Program (MDLP) is a province-wide program in which libraries work together to purchase access to electronic information resources. With the MDLP, library patrons across Saskatchewan can access a variety of online journals, newspapers, reference books, and other resources.

In 2009, 35 libraries and all K to 12 schools participated in the program. Participants included: all ten public library systems, all K to 12 schools through the support of the Ministry of Education, the two university library systems, libraries on the four campuses of SIAST, five small college libraries, seventeen special libraries, and Provincial Library. Provincial Library takes responsibility for the administration and coordination of the program.

The core collection in the program is quite stable. The MDLP continues to provide full text access to over 10,000 unique journal titles, and began purchasing eBooks late in 2006 to enhance the collection. The MDLP currently has 83 titles in its eBook Collection.

Users in 2009 accessed MDLP resources at a decreased rate from 2008 numbers. This year, Saskatchewan library patrons

accessed the magazine, journal, newspaper, eBook and reference databases 618,327 times, down 117,209 from 2009, or a 16% decrease. However, patrons performed over 2.38 million searches, nearly a 7.5% increase compared with last year. Despite the drop in sessions, the number is still greater than two years ago.

Financially, the MDLP program continued its cost stability with a total cost of the program of **$728,489.72** in 2009/10. The increased cost of the program's subscriptions caused the per use cost to increase to approximately one dollar and eighteen cents, which in turn caused the per search cost to increase slightly to thirty and a half cents.

The program has significantly enhanced access to electronic information resources for Saskatchewan residents. Because libraries pool their funds, the overall contribution of any one library is greatly reduced. Smaller libraries with small budgets can thus access a more extensive array of information resources. These resources are also accessible from a user's home computer, and the program, therefore, effectively extends access to all Saskatchewan residents, a large number of whom still live in small urban, rural, and remote areas. Through the MDLP, libraries are helping to close the digital divide, and are working to ensure that all citizens have access to the quality information that is so important to learning in the 21st century, to work and to leisure in a global, knowledge-based economy.

The goals of the Multitype Database Licensing Program are:

- to increase the amount of authoritative information available to library users;
- to ensure equitable access to information resources;
- to make these resources accessible in every type of library province-wide;
- to pay for access to these resources only once; and,
- to maximize the buying capacity of all libraries through cost-sharing.

Highlights of 2009

Supplemental Collection

In addition to a core set of databases, the MDLP established a supplemental collection with an opt-in/opt-out model. This expansion was needed to address many partners' desire to expand the program and access more content through the Multitype model. A number of supplemental products will be available to participating partners over time. These databases will be licensed for and paid for by interested partners. The supplemental databases will only be accessible to partners who see a potential benefit for their patrons and choose to contribute financially.

Following a decision made by the MDLP partners at the 2009 MDLP Annual General Meeting, several databases were evaluated for inclusion in the newly formed Supplemental Collection. This group of resources is available to MDLP partners in an opt-in/opt-out environment. The Committee conducted an evaluation on the following products over the year for potential inclusion in the program's optional tier:

- Natural Standard,
- ProQuest – Newspaper PressDisplay,
- EBSCO – Small Engine Repair,
- EBSCO – ConsumerReports.org,
- EBSCO – ConsumerReportsHealth.org.

It was decided that Natural Standard would be the first database included within the Supplemental Collection. There were partners subscribing to this resource previously, and others wished to join after the trial was complete. There are partners from public and special library sectors willing to subscribe to Natural Standard, which will be the first resource within this new tier. The current subscription will be managed and maintained by the original partners but those who wished to join since will have their agreement managed by the MDLP.

The second database that will be included within the Supplemental Collection will be ProQuest's Newspaper PressDisplay.

Negotiations with the vendor and with the interested partners are currently underway. There is a possibility that this will be a license for one sector at the beginning and libraries from other sectors join later.

The MDLP policy framework on the supplemental collection is to negotiate licenses when libraries from at least two sectors are willing to participate, but it may be extended to a single sector purchase when resources are available. Currently, the Provincial Library and Literacy Office (PLLO) realizes that there are needs from partners to negotiate licenses for a single sector. If resources permit, PLLO will also negotiate licenses for one sector. However, the priority for providing this service will always be given to multi-sector licenses. Therefore, if it becomes a burden of the ministry, PLLO will no longer support those licenses that belong to a single sector.

The final series of trials in 2009 was for three databases licensed by EBSCO. These resources are being considered by the partners, and a decision has yet to be made.

MDLP Wiki Development

As per the discussion at the October 2009 General Meeting, the Multitype Library Development Unit is currently developing a wiki to be used by the MDLP partners. This wiki is intended to be a primary communication tool to distribute information pertaining to product trials (passwords, timelines, and background information), promotional materials, MARC records for eBooks and other resources, technical support, and training opportunities. The wiki is expected to have a membership area where partners could express concerns, share pricing information, and discuss matters related to the MDLP. A public area is being considered for topics such as database training, and public notices for those individual libraries and their users who wish to have access to this information but are not themselves members of the MDLP.

eBook Purchase

The MDLP is expanding its collection of eBooks. In 2009, there was discussion with three vendors: Gale Cengage (Gale Virtual Reference Library), OCLC (NetLibrary), and Coutts/Ingram (MyiLibrary) to test platforms and to explore content. The MDLP committed to license seven titles from OCLC and six titles from MyiLibrary in 2009. Access to these resources was made available near the end of the year.

The Cochrane Library

Once again the partnership between the MDLP and the Health Quality Council (HQC) for The Cochrane Library had been extended for 2009 and into 2010. As per the previous Memorandum of Understanding signed with HQC, the MDLP conducted a survey in partnership with the Saskatchewan Health Information Resources Partnership (SHIRP). The survey's audience was health care professionals throughout Saskatchewan. Responses to the survey were few, but that could be partly attributed to the timing of the survey. When it was released, the provincial health regions were in the midst of the H1N1 pandemic preparations. A survey related to database usage was most likely lower on their priority scale.

Another survey was conducted on a national scale by the Canadian Cochrane Centre in Ottawa. This survey was also related to usage, but focused on increased access relating to a national funding pilot project. Even though the surveys did not match exactly, answers from Saskatchewan participants were included in a report available to the Health Quality Council.

The 2010 funding for this database will change slightly. The cost of the resource will be divided between the Health Quality Council and the Saskatchewan Health Information Resources Partnership. The agreement with the vendor will still be managed by the MDLP.

Inclusion of First Nations Schools in the MDLP

Inclusion of First Nations schools in the MDLP began in 2009. In large part to the Ministry of Education's commitment to equitable access, students attending First Nations schools throughout Saskatchewan were able to take advantage of the Gale Cengage products. Discussions with the other vendors are ongoing. PLLO and the Ministry of Education will continue to explore options to secure funding for this inclusion.

EZproxy Authentication Software Implementation

Late in 2009, PLLO worked with the Government of Saskatchewan's Information Technology Office (ITO) to implement a replacement for the *Remote Patron Authentication* software. This software is currently used by partner libraries for their remote access to the MDLP collection. The current software will be decommissioned by the end of 2010, and replaced with OCLC's *EZproxy*. After negotiation with OCLC, Provincial Library purchased a consortium license for the MDLP, which included technical support and annual maintenance. *EZproxy* will be part of e-library services supported by PLLO and ITO.

Strategic Initiatives for 2010

The MDLP Committee recommended the following initiatives to the Board and the partners libraries for 2010:

1. Open Access Resources

Currently, there are many excellent electronic resources available freely on the Internet. The Directory of Open Access Journals, for example, is an online portal to more than 3,000 full text free scientific and scholarly journals. The Committee is planning to research these open access resources, and identify ways to remove access barriers and encourage all partner libraries to provide the resources to users. This approach would effectively extend the range of the MDLP to include free electronic resources and enhance the current MDLP collection.

2. Training

Further training initiatives are a goal of the Committee. The MDLP will evaluate different training methods and tools in 2010 in order to improve usage of the licensed products. Partners have identified that the public library and the K-12 schools are two sectors that need more training on databases, and online training would be the preferred method. However, there are still details needing further attention, such as determining the target audience and identifying topics need to be introduced or reinforced. These considerations will influence the evaluation process.

3. EZproxy

Development of the *EZproxy* software environment will continue. New partners will be invited to participate, and their configurations and access will be addressed. Meanwhile, PLLO will be working with the Ministry of Education to identify how to implement remote access for K-12 students through *EZproxy* in order to access the MDLP products from home.

4. First Nations Schools Involvement

Provincial Library and Literacy Office will continue to work with the vendors to enable the students studying at First Nations and Métis schools to access the MDLP resources.

Financial Contributors

Post-Secondary Education Libraries

- Bethany College Library
- Briercrest Family of Schools, Archibald Library
- Central Pentecostal College, A. C. Schindel Library
- Gabriel Dumont Institute Library
- Saskatchewan Institute of Applied Science and Technology, SIAST Libraries
- St. Peter's Abbey and College Library
- University of Regina, Dr. John Archer Library
- University of Saskatchewan Library

Public Libraries

- Chinook Regional Library
- Lakeland Library Region
- Pahkisimon Nuye?áh Library System
- Palliser Regional Library
- Parkland Regional Library
- Regina Public Library
- Saskatoon Public Library
- Southeast Regional Library
- Wapiti Regional Library
- Wheatland Regional Library

Special Libraries

- Health Quality Council, Library
- Law Society of Saskatchewan, Library
- Ministry of Advanced Education, Employment and Labour
- Ministry of First Nations and Métis Relations Library
- Ministry of Health, Policy and Planning
- Ministry of Social Services
- POS Pilot Plant Corporation, Information Services
- Prairie Agricultural Machinery Institute Library
- Regina Qu'Appelle Health Region, Health Sciences Library
- Resource Centre for Sport, Culture and Recreation
- Saskatchewan Forest Centre, Library
- Saskatchewan Health Information Resource Partnership
- Saskatchewan Legislative Library
- Saskatchewan Research Council, Information Services
- Saskatchewan Teacher's Federation, Stewart Resource Centre
- SaskCentral

School Libraries

- All school divisions through the Ministry of Education, on behalf of all K-12 school libraries in Saskatchewan

Provincial Library

Current Products Licensed – Listed by Vendor

CEDROM-SNi

Newscan for Public Library and Academic Library

Newscan.com

EBSCO

Auto Repair Reference Library

Novelist

Novelist K-8

Encyclopedia Britannica Inc.

Encyclopaedia Britannica Online

Grey House Canada

Canada Info Desk includes:

- Associations Canada
- Canadian Almanac & Directory
- Canadian Environmental Directory
- Canadian Parliamentary Guide
- Directory of Libraries in Canada
- Financial Services Canada
- Governments Canada

ProQuest

Canadian Newsstand Major Dailies and Prairies

Canadian Research Index

CBCA (includes CBCA Business, Current Events, Education, and Reference)

Services documentaires multimedia

Repère

Wiley InterScience

The Cochrane Library

Thomson Carswell

Index to Canadian Legal Literature

NetLibrary

MyiLibrary

The Gale Group

Business and Company Resource Center

Business Index ASAP

CPI.Q (Canadian Periodicals)

Discovering Collection

Expanded Academic ASAP

General Business File ASAP

General Reference Center

General Reference Center Gold

Health and Wellness Resource Center

Health Reference Center Academic

InfoTrac OneFile

Junior Edition

Kids InfoBits

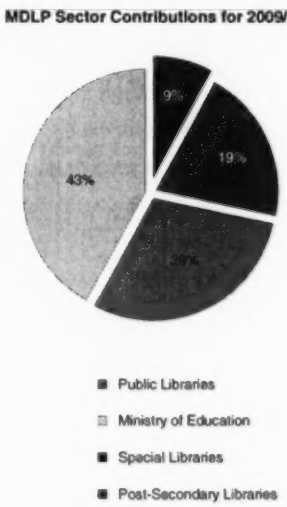
LegalTrac

Student Edition

Literature Resource Center Digital Archive

Gale Virtual Reference Library (70 eBooks)

Partner Contributions



Usage Statistics

Access means the number of times a user entered, or logged on to one of the databases/interfaces to begin searching.

Browse means selecting and following specific links in a directory or pages to retrieve information.

Search means a specific query submitted through a search form to one database. If several databases are selected within a single search interface, each database counts one search.

Gale	2008				2009				Percent Change	
	Access	%	Search	%	Access	%	Search	%	Access	Search
Post-secondary	169,778	33.2%	254,982	35.8%	192,558	46.1%	294,485	34.4%	13.4%	15.5%
Public	45,806	9.0%	91,487	12.8%	30,279	7.2%	93,499	10.9%	-33.9%	2.2%
School	284,630	55.7%	352,360	49.4%	182,424	43.6%	452,781	52.9%	-35.9%	28.5%
Special	10,491	2.1%	14,398	2.0%	12,868	3.1%	14,498	1.7%	22.7%	0.7%
TOTAL	510,705		713,227		418,129		855,263		-18.1%	19.9%

ProQuest	2008				2009				Percent Change	
	Access	%	Search	%	Access	%	Search	%	Access	Search
Post-secondary	149,599	80.0%	1,027,925	72.0%	139,902	83.6%	1,199,263	82.7%	-6.5%	16.67%
Public	15,256	8.2%	138,869	9.7%	11,165	6.7%	94,010	6.5%	-26.8%	-32.3%
School	9,371	5.0%	146,964	10.3%	8,579	5.1%	104,309	7.2%	-8.5%	-29.0%
Special	12,769	6.8%	113,482	8.0%	7,799	4.7%	53,315	3.7%	-38.9%	-53.0%
TOTAL	186,995		1,427,240		167,445		1,450,897		-10.5%	1.7%

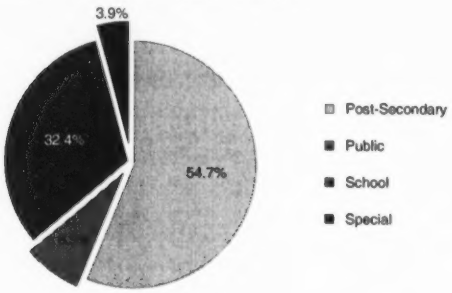
EBSCO	2008				2009				Percent Change	
	Access	%	Search	%	Access	%	Search	%	Access	Search
Post-secondary	1,220	9.1%	4,192	9.4%	1,439	10.2%	4,468	9.8%	18.0%	6.6%
Public	9,479	70.6%	29,851	66.8%	10,159	72.2%	32,573	71.1%	7.2%	9.1%
School	1,986	14.8%	7,191	16.1%	1,020	7.3%	4,167	9.1%	-48.6%	-42.1%
Special	734	5.5%	3,456	7.7%	1,450	10.3%	4,579	10.0%	97.5%	32.5%
TOTAL	13,419		44,690		14,068		45,787		4.9%	2.5%

Britannica	2008				2009				Percent Change	
	Access	%	Search	%	Access	%	Search	%	Access	Search
Post-secondary	5,677	25.8%	8,835	29.6%	3,989	25.9%	7,045	23.9%	-29.7%	-20.3%
Public	1,069	4.9%	1,249	4.2%	1,597	10.4%	1,298	4.4%	49.4%	4.0%
School	13,806	62.8%	18,345	61.5%	7,991	51.8%	16,154	54.7%	-42.1%	-12.0%
Special	1,419	6.5%	1,403	4.7%	1,850	12.0%	5,026	17.0%	30.4%	258.2%
TOTAL	21,971		29,832		15,427		29,523		-29.8%	-1.0%

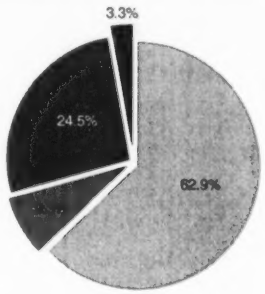
Grey House	2008				2009				Percent Change	
	Access	%	Search	%	Access	%	Search	%	Access	Search
Post-secondary	1,133	32.9%	1,674	45.44%	608	18.7%	700	48.3%	-46.3%	-58.2%
Public	1,807	52.4%	401	16.3%	1,980	60.8%	380	26.2%	9.6%	-5.2%
School	326	9.5%	98	4.0%	483	14.8%	94	6.5%	48.2%	-4.1%
Special	180	5.2%	283	11.5%	187	5.7%	276	19.0%	3.9%	-2.5%
TOTAL	3,446		2,456		3,258		1,450		-5.5%	-41.0%

Grand Total'	2008				2009				Percent Change	
	Access	%	Search	%	Access	%	Search	%	Access	Search
Post-secondary	327,407	44.5%	1,297,608	58.5%	338,496	54.7%	1,499,895	62.9%	3.4%	15.6%
Public	73,417	10.0%	261,857	11.8%	55,180	8.9%	221,441	9.3%	-24.9%	-15.5%
School	310,119	42.1%	524,958	23.7%	200,497	32.4%	583,704	24.5%	-35.4%	11.2%
Special	25,593	3.5%	133,022	6.0%	24,154	3.9%	77,694	3.3%	-5.6%	-41.6%
TOTAL	736,536		2,217,445		618,327		2,382,734		-16.1%	7.5%

Database Access by Library Sector - 2009



Database Searches by Library Sector - 2009



Total Number of Accesses and Searches in All Databases

	2008	2009	2008	2009	Percent Change	
	Access		Search		Access	Search
Gale	510,705	418,129	713,227	855,263	-18.2%	20.0%
ProQuest	186,995	167,445	1,427,240	1,450,897	-10.5%	1.7%
EBSCO	13,419	14,068	44,690	45,787	4.9%	2.5%
Britannica Online	21,971	15,427	29,832	29,523	-29.8%	-1.1%
Index to Canadian Legal Literature (No. of Transactions)			783	762		-2.7%
Grey House Canada	3,446	3,258	2,456	1,450	-5.5%	-41.0%
CEDROM	12,381	13,811	1,961	3,081	11.6%	57.1%
The Cochrane Library	7,308	8,511	1,652	2,162	16.5%	30.9%
Total	756,225	640,649	2,221,841	2,388,925	-15.3%	7.5%

Total Usage of Serials Solutions

	2008		2009		Percent Change	
	In Library Use	Remote Access	In Library Use	Remote Access	In Library Use	Remote Access
Search	1,272	1,997	1,099	848	-13.6%	-57.5%
Browse	709	1,093	109	202	-84.6%	-81.5%
Click Through	657	408	531	442	-19.2%	8.3%

Notes:

1. This grand total does not include usage of Index to Canadian Legal Literature (ICLL), Newscan, and The Cochrane Library because ICLL only provides transaction (document viewed) information and both CEDROM and Wiley cannot provide the usage breakdown at the library level.
2. SDM could not provide any usage information for Repère.
3. Provincial Library and Literacy Office's usage includes some usage from other member libraries whose patrons use Serials Solutions to access databases.